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PATENT APPLICATION TRANSMITTAL LETTER
(Large Entity)

Docket No.
FIS9-2000-0283

TO THE ASSISTANT COMMISSIONER FOR PATENTS

Transmitted herewith for filing under 35 U.S.C. 111 and 37 C.F.R. 1.53 is the patent application of:

Howard Young et al.

For: CUSTOMER RELATIONSHIP MANAGEMENT BUSINESS METHOD

Enclosed are:

- Certificate of Mailing with Express Mail Mailing Label No. EK140407957US
 15 sheets of drawings.
 A certified copy of a application.
 Declaration Signed. Unsigned.
 Power of Attorney
 Information Disclosure Statement
 Preliminary Amendment
 Other: ASSIGNMENT

JCS564 US PTO
09/723519
11/28/00

CLAIMS AS FILED

For	#Filed	#Allowed	#Extra	Rate	Fee
Total Claims	7	- 20 =	0	x \$18.00	\$0.00
Indep. Claims	1	- 3 =	0	x \$80.00	\$0.00
Multiple Dependent Claims (check if applicable)	<input type="checkbox"/>				\$0.00
				BASIC FEE	\$710.00
				TOTAL FILING FEE	\$710.00

- A check in the amount of to cover the filing fee is enclosed.
 The Commissioner is hereby authorized to charge and credit Deposit Account No. 09-0458 FI-554 as described below. A duplicate copy of this sheet is enclosed.
 Charge the amount of \$710.00 as filing fee.
 Credit any overpayment.
 Charge any additional filing fees required under 37 C.F.R. 1.16 and 1.17.
 Charge the issue fee set in 37 C.F.R. 1.18 at the mailing of the Notice of Allowance, pursuant to 37 C.F.R. 1.311(b).

Dated: 28 November 2000


Signature

EXPRESS MAIL NO.: EK140407957US

I HEREBY CERTIFY THAT THIS CORRESPONDENCE IS BEING DEPOSITED WITH THE U.S. POSTAL SERVICE AS EXPRESS MAIL IN AN ENVELOPE ADDRESSED TO: COMMISSIONER OF PATENTS AND TRADEMARKS, WASHINGTON, D.C. 20231 APPLICANT AND/OR ATTORNEY REQUESTS THE DATE OF DEPOSIT AS THE FILE DATE.

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11/28/00

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**APPLICATION
FOR
UNITED STATES LETTERS PATENT**

APPLICANT NAME: Howard Young et al.

TITLE: CUSTOMER RELATIONSHIP MANAGEMENT BUSINESS METHOD

DOCKET NO.: FIS9-2000-0283

INTERNATIONAL BUSINESS MACHINES CORPORATION

CERTIFICATE OF MAILING UNDER 37 CFR 1.10

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